
Meridian 1

Meridian 1

Fault clearing

Document Number: 553-3001-510
Document Release: Standard 10.00
Date: October 1997

© 1993, 1997
All rights reserved

Printed in the United States of America

Information is subject to change without notice. Northern Telecom reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant. This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC rules, and the radio interference regulations of Industry Canada. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

SL-1 and Meridian 1 are trademarks of Northern Telecom.

Revision history

January 29, 1990

Standard, release 1.0.

February 28, 1990

Standard, release 2.0.

December 1, 1991

Standard, release 3.0. This document was reissued to include technical content updates.

December 31, 1992

Standard, release 4.0. This document was reissued to include hardware required for X11 release 18 (option 81 is not included in this release).

April 1, 1994

Standard, release 5.0. This document was reissued to include information on Meridian 1 options 61C and 81.

December 1994

Standard, release 6.0. This document is reissued to include information on the Small systems Multi-Disk Unit (SMDU) and Meridian 1 option 51C. Changes to technical content are noted by revision bars in the margins.

July 1995

Standard, release 7.00. This document is reissued to include information from the international NTP to make a global NTP, Meridian 1 option 81C, and minor text edits. Changes are noted by revision bars in the margins.

December 1995

Standard, release 8.00. This document is reissued to include information on NT9D19 Call Processor Card.

August 1996

Standard, release 9.00. This document is reissued for text edits. Due to the extent of the changes, revision bars are not used.

October 1997

Standard, release 10.00. This document is reissued to include information on the NT5D61 Input/Output Disk Unit with CD-ROM (IODU/C) card.

Contents

About this document	1
References	1
How to clear faults	3
Fault clearing process	3
Using this document	4
Fault indicators	6
System messages	6
Visual fault indicators	8
Maintenance display codes	9
User reports	11
Accessing the system	13
Access through the system terminal	13
Access through the maintenance telephone	15
Clearing power faults	19
Power faults	20
Fault clearing procedures	24
Main circuit breaker and all LEDs off (option 21A)	27
Main circuit breaker on but all LEDs off (option 21A)	28
Green LED off on module power supply (option 21A)	29
Circuit breakers and all column LEDs off (DC power)	30
Circuit breakers on but all column LEDs off (DC power)	32

Green LED off on module power supply (DC power)	33
Defective blower unit indicated (DC power)	35
Main circuit breaker and all column LEDs off (AC power)	36
Main circuit breaker on but all column LEDs off (AC power)	38
Breaker off on MPDU (AC power)	39
Green LED off on module power supply (AC power)	41
Defective blower unit indicated (AC power)	43
Clearing common equipment faults	45
Common equipment faults	46
Fault clearing procedures	47
Call processing stopped (options 21A and 21)	49
Call processing stopped (option 21E)	51
Fault indicated on memory/peripheral signaling card (options 21A and 21)	54
Fault indicated on MSPS card (option 21E)	55
Fault indicated on the CPU card (options 21A and 21)	56
Fault indicated on the ICM card (option 21E)	58
Call processing stopped (option 51)	60
Fault indicated on memory card (option 51)	63
Fault indicated on a common equipment card (option 51)	65
Call processing stopped (options 61 and 71)	68
Fault indicated on a memory card (options 61 and 71)	71
Fault indicated on a common equipment card (options 61 and 71)	74
Fault indicated on a common equipment card (options 51C, 61C, 81, and 81C)	77
Floppy disk unit not operating	80
Multi Drive Unit or Small System Multi Drive Unit not operating ...	82
Core Multi Disk Unit not operating	85
IOP/CMDU not operating	87

IODU/C not operating	89
Clearing network equipment faults	93
Network equipment faults	94
Fault clearing procedures	95
Disabled loop indicated by OVD message (NT1P61 Fibre Superloop Network Card)	97
Disabled loop indicated by OVD message (NT7R51 Local Carrier Interface Card)	99
Disabled loop indicated by OVD message (NT8D04 Superloop Network Card)	101
Loop disabled without OVD message (NT8D04 Superloop Network Card)	103
Disabled loop indicated by OVD message (QPC414 Network Card)	105
Loop disabled without OVD message (QPC414 Network Card)	108
Disabled peripheral signaling card indicated by OVD message	111
Peripheral signaling card disabled without OVD message	113
Problems with transferring, placing conference calls, or Music-on-Hold	115
Problems placing calls on 2500 telephones and some trunks	117
Clearing peripheral equipment faults	119
Peripheral equipment faults	120
Fault clearing procedures	120
Red LED lit on Fibre Peripheral Controller card	122
Red LED lit on Remote Carrier Interface card	124
Red LED lit on Peripheral Controller card	126
Red LED lit on dual loop peripheral buffer card	128
Disabled peripheral equipment card	130
More than one peripheral equipment card disabled	132

Clearing trunk faults	135
Trunk faults	136
Fault clearing procedures	138
Trunk cannot make or receive calls (OVD message received)	139
Trunk cannot make or receive calls (no OVD message)	142
Clearing attendant console faults	145
Attendant console faults	146
Fault clearing procedures	147
Console cannot make or receive calls (OVD message received)	148
Console cannot make or receive calls (no OVD message)	150
Indicator or digit display not functioning properly	152
Operator cannot hear or be heard properly	154
Clearing telephone faults	157
Telephone faults	158
Fault clearing procedures	159
Telephone cannot make or receive calls (OVD message received) . . .	160
Telephone cannot make or receive calls (no OVD message)	162
One end cannot hear or be heard	164
Noise or low volume on all calls	166
Defective indicator, digit display, or component	168
Defective feature	170
Defective add-on module	171
Cannot dial from 2500 telephone	172
No ring on 500 and 2500 telephones	174
Final maintenance procedure	177
Introduction	177
List of terms	181